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March 30, 2001

ATTORNEY DOCKET NO. 05793.3034-00
CUSTOMER NUMBER: 22,852

Box PATENT APPLICATION
Assistant Commissioner for Patents
Washington, DC 20231

New U.S. Patent Application
Title: SYSTEM AND METHOD FOR PRIORITIZING CUSTOMER
INQUIRIES
Inventors: William J. TUMULTY and Terry W. THORNTON

Sir:

We enclose the following papers for filing in the United States Patent and Trademark Office in connection with the above patent application.

1. Application - 27 pages of spec + 1 cover page, including 4 independent claims and 42 claims total.
2. Drawings - 3 sheets of drawings (Figures 1-3).
3. The filing fee is calculated as follows:

Basic Application Filing Fee					\$710	\$ 710.00
	Number of Claims		Basic	Extra Claims		
Total Claims	42	-	20	22	x \$18	396.00
Independent Claims	4	-	3	1	x \$80	80.00
<input type="checkbox"/> Presentation of Multiple Dep. Claim(s)					+\$270	-0-
Subtotal						\$ 1186.00
Reduction by 1/2 if small entity						- -0-
TOTAL APPLICATION FILING FEE						\$ 1186.00

LAW OFFICES
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U.S. Non-Provisional Patent Application
Filed: March 30, 2001
Inventors: William J. TUMULTY and Terry W. THORNTON
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A check for \$1186.00 is enclosed. The fee includes:

\$710.00 filing fee; and
\$476.00 additional claims fee.

Please address all correspondence with respect to this application to:

Finnegan, Henderson, Farabow,
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1300 I Street, N.W.
Washington, D.C. 20005-3315

This application is being filed under the provisions of 37 C.F.R. § 1.53(f).
Applicants await notification from the Patent and Trademark Office of the time set
for filing the Declaration.

Please accord this application an application number and filing date.

The Commissioner is hereby authorized to charge any additional fees due
and any other fees under 37 C.F.R. § 1.16 or § 1.17 during the pendency of this
application to our Deposit Account No. 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON,
FARABOW,
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By: Ranjeev Singh

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RKS:aap
Enclosures

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